



# Uncooperative Customers

## Standard Operating Procedure

REFUSE  
DISPOSAL  
DIVISION

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### Divisional

The following actions are recommended if a customer will not obey site rules or cooperate with site personnel:

1. Contact your supervisor, Code Compliance Officer (CCO) or the Landfill Superintendent immediately if a customer is creating a substantial problem involving the safety of employees, contractors, or the public while on the landfill or significantly interfering with disposal operations.
2. If you perceive that there is an eminent danger to the public, landfill personnel or property contact the Police via 911. The Landfill Superintendent, your supervisor or CCO should make this call if available, however, do not put yourself or the public at unnecessary risk if supervisory personnel cannot respond in a timely manner.
3. If the customer is creating a minor nuisance and does not respond to polite suggestions, record the operator and vehicle description and license number. Report the incident to your supervisor. The supervisor or a CCO will contact the offender in an effort to eliminate any future problems with that customer.
4. If the situation is a matter of misunderstanding policy or City code offer the customer one of the following staff phone numbers and ask them to contact either your supervisor, the Landfill Superintendent or Code Compliance Officer for further clarification.

#### **Benefit of Compliance to Instruction:**

- Employees and public safety is protected
- Ensures safe operating practices for all individuals while on the landfill
- Reduces potential for escalation of the situation

#### **Consequence of Non-Compliance to Instruction:**

- Endanger the safety of individual, fellow employees, and customers and yourself
- Jeopardize the smooth operation of the landfill
- Disciplinary action

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*Environmental Management System (EMS) –ISO 14001*

*PROCESS MAP #: N/A*

**Reviewed by:** Senior Staff

**Approved by:** Steven F. Fontana, *Deputy Environmental Services Director, Refuse Disposal*

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